



Business, Energy and Industrial Strategy Committee

House of Commons, London SW1A 0AA

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Jeff Bezos

Amazon

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18 February 2020

Dear Jeff,

I am writing to you following last night's broadcast of BBC Panorama. I was shocked and concerned to learn about the number of serious incidents at Amazon warehouses reported to the Health and Safety Executive between 2016 and 2019, as well as accounts from Amazon employees of the intolerable pressure placed upon them at work and unsafe working conditions.

In light of these serious and deeply worrying reports, I would be grateful for further information from you on the following points:

- The criteria Amazon UK uses to log and report injuries and near misses;
- What steps are taken after a serious incident or near-miss is reported and what measures are put in place to prevent a re-occurrence;
- How Amazon UK measures and manages employee satisfaction and wellbeing;
- Details of any workplace wellbeing schemes that Amazon UK provides for its employees;
- The latest results of any employee satisfaction surveys carried out at Amazon UK;
- How many meetings and what consultations Amazon UK has had with trade unions about these issues.

Amazon is no doubt a highly innovative and successful company, that employs thousands of workers in the UK and pays above the National Minimum Wage. However, the key tenet for any business, especially one whose founder is the richest man in the world, should be how it treat its employees; the people Amazon relies upon for its success.

Yours sincerely,

Rachel Reeves MP

Chair-elect of the Business, Energy and Industrial Strategy Committee